

# Sample Complaint Letter for Unauthorized ATM Withdrawal Using Credit Card

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

To  
The Branch Manager  
[Bank Name]  
[Branch Address]  
[City, State, ZIP Code]

Subject: Complaint Regarding Unauthorized ATM Withdrawal Using Credit Card

Dear Sir/Madam,

I am writing to formally report an unauthorized ATM withdrawal from my account linked to my credit card (Card Number: XXXX-XXXX-XXXX-[last four digits]) on [Date of Transaction]. Upon checking my recent statement, I noticed a withdrawal of [Amount] at [ATM Location] which I did not make, nor did I authorize anyone to access my account or use my card for this transaction.

Details of the unauthorized transaction are as follows:

- **Date of Transaction:** [Date]
- **Amount:** [Amount]
- **ATM Location:** [Location]
- **Transaction Reference Number:** [Reference Number, if available]
- **Credit Card Number:** XXXX-XXXX-XXXX-[last four digits]

I kindly request your immediate attention to investigate this matter, reverse the unauthorized transaction, and ensure the disputed amount is reimbursed to my account at the earliest. Additionally, I request you to take the necessary measures to secure my account and prevent such incidents in the future.

I have already taken steps to block my credit card and have filed a complaint with your customer care. Kindly keep me informed about the investigation's progress and the outcome.

Enclosed are copies of my ID, the relevant statement highlighting the transaction, and any other supporting documents, as required.

I trust that the bank will treat this matter with urgency and safeguard my interests as a valued customer. Please feel free to contact me at [Your Phone Number] or [Your Email Address] for any further information.

Thank you for your prompt action.

Sincerely,  
[Your Name]